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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Knitl et al.
Appl. No.: 09/254,101
Conf. No.: 6476
Filed: March 1, 1999
Title: METHOD FOR INCORPORATION FUNCTIONS FOR AN AUTOMATIC
CALL DISTRIBUTION SYSTEM INTO AN INTERACTIVE VOICE
ANSWERING SYSTEM
Art Unit: 2645
Examiner: Allan Hoosain
Docket No.: 112740-072

Mail Stop No Fee Amendment
Commissioner for Patents
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RESPONSE TO OFFICE ACTION

Sir:

This Response is submitted in response to the final Office Action dated March 4, 2003. Applicants respectfully request amendment and reconsideration of the patent application. The Examiner is invited to call Applicants' Representative to discuss any issues with this Application.

This Response is submitted in the revised format now permitted for Office Action responses.

Listing of Claims begins on page 2 of this Response.

Remarks begin on page 18 of this Response.

06/11/2003 MAHME1 00000088 09254101

01 FC:1201	672.00 OP
02 FC:1202	126.00 OP